

ORIGINAL

**Arizona Corporation Commiss  
Utilities Complaint Form**

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**Investigator:** Trish Meeter**Phone:** <<< REDACTED >>>**Opinion Date:** 10/22/2019**Opinion Number:** 2019 - 160418**Opinion Codes:** Rate Case Items - Opposed**Closed Date:** 10/22/2019 4:42 PM**First Name:** Ronnie**Last Name:** Granzella**Account Name:** Ronnie Granzella**Address:** <<< REDACTED >>>**City:** Goodyear**State:** AZ**Zip Code:** 85395**Home:** <<< REDACTED >>>**Company:** Arizona Public Service Company**Division:** Electric**Nature Of Opinion****Docket Number:** E-01345A-19-0236

Customer believes the company should have a simplified rate structure that will bill all customers alike, rather than the existing more than half dozen different plans with a bill format that increases and becomes more complicated each year.

He is concerned about the information about being on the best plan for his usage and then receiving a letter stating otherwise. He has spoken with the company.

He is pleased with the Commissioners looking into this of determining the best plan and happy to be able to incorporate his comments into the docket to be made part of the record.

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
10/23/2019	Trish Meeter	Telephone	Investigation

Advised customer of new application having been filed by company. His comments were placed into the docket. He was provided with steps he can take to submit future comments and intervene, He was happy to have his comments entered by Commission Staff.

Arizona Corporation Commission

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OCT 23 2019

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